



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

# 035

Date: November 7, 2013

**TO: ALL MISSION PERSONNEL**

**FROM: CHRISTOPHER NEWTON– HUMAN RESOURCES OFFICER**

**SUBJECT: CONSULAR SERVICES ASSISTANT**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** Consular Services Assistant

**OPEN TO:** ALL INTERESTED CANDIDATES

**GRADE LEVEL:** FSN-07, FP-07\* (FULL PERFORMANCE LEVEL)

**WORK HOURS:** Full Time, 40 hours per week

**POSITION TYPE:** PERMANENT

**OFFICE LOCATION:** Consular Section (Public Liaison Unit)

**OPENING DATE:** Immediate

**DEADLINE:** November 21, 2013 at 6 P.M. Kyiv Time

*\*FP-07 is subject for confirmation with Washington.*

**IMPORTANT NOTE:**

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR **RESIDENCY PERMIT** TO THE APPLICATION.

## **BASIC FUNCTION OF POSITION:**

The Consular Services (PLU) Assistant is responsible for the following tasks: processing of incoming public phone calls, e-mail and regular mail inquiries as they pertain to non-immigrant visas (NIV) and general consular procedures and regulations; maintaining, updating and improving the Consular pages of the Embassy's official website; editing and posting content on the Consular pages of the Embassy's official website; maintaining the Consular blog page; serving as a single point of contact for the Embassy's Sharepoint site; and supporting consular outreach activities. The incumbent reports directly to the Administrator of the Public Liaison Unit.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

**Coordinating and handling public inquiries received by phone, email or regular mail as they pertain to non-immigrant visas (NIV) and general consular procedures and regulations** **45%**

- Manages two public inquiry e-mail boxes: ([KyivNIV@state.gov](mailto:KyivNIV@state.gov) and [KyivAskTheConsul@state.gov](mailto:KyivAskTheConsul@state.gov)). Interprets the U.S. Immigration and Nationality Act (INA), 9 FAM, Code of Federal Regulations (CFR) and other relevant State Department guidance and uses these sources to draft appropriate responses to case-specific NIV public inquiries in English and Ukrainian; refers complex and sensitive inquiries to the PLU Administrator or the NIV Senior LES for guidance; ensures that all inquiries are tracked and answered in a timely manner.

- Analyzes incoming inquiries in the [KyivAskTheConsul@state.gov](mailto:KyivAskTheConsul@state.gov) public e-mailbox; identifies the most common topics; drafts general responses and coordinates clearance with consular officers in the appropriate unit; posts bi-weekly updates on the "Ask the Consul" FAQ page of the Consular Section's website.

- Daily evaluates all public incoming voicemail messages received on the PLU phone extensions and routes them to the appropriate personnel for response and action. Provides daily, weekly and monthly statistics on the volume of the telephonic and e-mail NIV inquiries to the PLU Administrator.

**Maintaining, updating and improving the Consular pages of the Embassy's official website** **25%**

- Works on the design and content management of the Consular pages of the Embassy's public access website under the supervision of the PLU Administrator. Serves as the primary point of contact for the website content update and reference for the Consular section:

- Solicits input from the American Citizen Services (ACS), Fraud Prevention (FPU), Non-immigrant (NIV) and Immigrant (IV) Visa Units and coordinates Consular website updates; translates a wide range of the English language material into Ukrainian for posting on the Ukrainian language version of the website.

- Liaises with the Public Affairs Section and Embassy's Webmaster to ensure that the content and design of the Consular Section's WebPages meet Department's guidelines. Plays an active role in identifying new and relevant content for the Consular Section's web pages, with a particular focus on USG policies and regulations, and on the activities of the Consular Section.

- Recommends new and more effective ways of presenting information to increase viewership of the Consular website pages. Administers WEBGUI – web-based collaboration software.

**Maintaining the Consular Section Outreach and Blog pages as well as Consular intranet (SharePoint) page** **15%**

- Drafts and assists other designated consular staff in drafting blog entries. Translates and uploads outreach trip reports, blog posts. Suggests topics, reviews comments and responds to inquiries generated by the blog.
- Serves as a single point of contact for maintaining the Consular Section's intranet (SharePoint) page. Coordinates the SharePoint updates with the Consular Administrative Assistant.

**Assisting with Consular outreach events** **10%**

- Assists with preparation for of all consular outreach events: creates Power Point presentations and assists with computer-related services for consular outreach and in-house Consular Section presentations.
- Daily reviews Ukrainian media sources for any information related to the Consular Section and provides summaries to the appropriate unit and/or Consular management.
- Provides regular reports from media sources during crisis situations and/or events that may affect U.S. citizens in Ukraine.

**Performs other duties as assigned.** **5%**

**QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

**EDUCATION:**

College degree or equivalent of two years of university studies in Social Sciences, Business, IT, or any other relevant field of education is required.

### **PRIOR WORK EXPERIENCE:**

Three years of experience in a Western-style office or a U.S. Government Agency that includes customer service with extensive public contact, including stressful situations; drafting/editing correspondence; database administration; web design using HTML; and social media.

### **POST ENTRY TRAINING:**

The incumbent will train on the job under the supervision of the PLU Administrator on Consular Systems including database administration. S/he will also be required to complete the following DOS online courses: Consular Correspondence Course, Protecting Personally Identifiable Information, Web Development Fundamentals.

### **LANGUAGE PROFICIENCY:**

Level IV (writing, speaking and reading) is required in both English and Ukrainian.

### **JOB KNOWLEDGE:**

The incumbent should possess good working knowledge of drafting and word processing and MS Office programs, specifically MS Word and MS Access.

After being fully trained, the incumbent should have knowledge of: Embassy and Consular Section structure; thorough knowledge of Consular Nonimmigrant and Immigrant Visa procedures; as well as good understanding of visa laws and regulations as contained in 9 FAM, the INA (U.S. Immigration and Nationality Act), Code of Federal Regulations (CFR), and other relevant State Department guidance.

Advanced knowledge in the Information Technology (IT) field, particularly in database design and development, computer programming, standard knowledge of consular software operation and web development (HTML 5), as well as basic knowledge of statistics and spreadsheet computations is required.

### **SKILLS AND ABILITIES:**

Excellent customer service; excellent written and oral communication skills (English and Ukrainian); ability to handle high-pressure and high-stress situations with a great deal of tact; standard data entry/typing (40 signs/minute + accuracy); ability to be flexible and adaptable to change are required. Advanced IT software skills are also required.

### **APPLICATION AND SELECTION PROCESS:**

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by **COB November 21, 2013**. The new DS-174 is available on the official U.S. Embassy website

under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) should be completed in English, signed and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: 521-5155.

**Note:** Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment. Due to the high volume of applications received only shortlisted candidates will be contacted by HR.

**ADDITIONAL SELECTION CRITERIA:**

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- Only those applicants who are selected for the interviews will be contacted.

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED: LMillman (by e-mail)